



# Human-Centered Design

Community of Practice (CoP)



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For HCQIS product teams  
April 25, 2019



# Agenda

- Welcome/ Housekeeping
- Announcements
- Introducing the Center of Excellence
- Discussion: Recruiting Research Participants



# Announcements

- Paperwork Reduction Act - [https://www.surveymonkey.com/r/ISGPlaybook\\_HCD](https://www.surveymonkey.com/r/ISGPlaybook_HCD)
- CMS Design System - <https://design.cms.gov/>



# Human-Centered Design

Center of Excellence (CoE)

<https://confluence.hcqis.org/display/HCD>

[hcd@hcqis.org](mailto:hcd@hcqis.org)



# What is a Center of Excellence?

A CoE is a group of people leading the organization and its different structures in a specific focus area towards pre-determined goals.

# Purpose of a Center of Excellence

The purpose of a CoE is to **improve expertise in a certain area** and make the most of its resources to help the business to improve.



# Our Vision

Empowering CMS stakeholders to innovate by providing customer-first and design thinking strategies and solutions.



# Our Mission

We serve CMS using a human-centered approach to innovative problem solving through education, coaching, maintaining best practices, and providing resources to reduce burdens and increase customer satisfaction.





# CoE Customers

- ISG leadership
- CCSQ employees
- HCQIS product teams



# DISCUSSION

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Recruiting research participants



What has worked for your team that  
you recommend for others?



How have you recruited volunteers to participate in research activities?



What ongoing challenges do you  
face?



If your team left the project today,  
how could you set up the next team  
for success?



What role could a CoE play?



Next Meeting – May 30 @ 3pm

Persona-driven backlog  
prioritization